

## REGULAR CLEANING TERMS AND CONDITIONS



- Cleans are a minimum of 2 hours; weekly/fortnightly/one off cleans. We do not offer monthly services.
- A one off service fee of \$35 is applied on your first invoice. This covers administration time and costs.
- A lockbox for your house key is preferred. We can provide these for \$32 and they are discreetly secured via a padlock system on your property. Great for if you lock yourself out of your home too.
- We are unable to offer credit as we pay staff weekly. We kindly request that payment is received no later than the day of your booked clean. Payments that fall behind may lead to suspension/cancellation of service. Debt collection costs payable by client.
- On occasion we may send a different cleaner to do your clean if there is a roster conflict, staff illness or other absence. You will be notified of any permanent change of cleaner.
- If your regular cleaner is unavailable Molly's will endeavour to replace your cleaner so that minimal disruption occurs.
- Absence of more than two weeks by the client will incur 50% of the regular fee to hold the space, unless otherwise agreed.
- Termination of service requires two weeks' notice unless otherwise agreed.
- Your cleaner may on occasion bring another team member/trainee to help with the cleaning of your home. Please advise if this is not agreeable.
- Our regular cleans do not include laundry, washing dishes/loading/unloading dishwasher, excessive tidying/picking up of toys/laundry, making beds, cleaning drawers/cupboards, scrubbing walls/ceilings etc. If you would like these items to be included in your clean please inform management so we can arrange a housekeeping service or spring clean for you.
- Due to health and safety reasons, we are unable to clean up mold (shower mold is an exception) human, pest or pet waste and bodily fluids. If we discover that a home requires this type of cleaning we will skip the affected rooms and inform the client immediately.
- We require 1 business days' notice to cancel an appointment without penalty. There will be a 50% cancellation fee for cleans cancelled with less than 24 hours' notice. If you do not give us this notification more than twice, service will be suspended. This also applies to lockouts; meaning that we are not able to access your home on the scheduled day.
- Cleaning service occurs between 9am- 5pm on your regularly scheduled day. Given that each home that we clean varies in the amount of time it takes to clean, we cannot guarantee an exact arrival/ departure time. You may indicate a preference and we will endeavour to accommodate this.
- Please "pick up" as much as possible in areas you would like us to clean. This will allow us to complete the clean you requested without incurring time penalties and let us focus on detail and quality for you. To avoid possible breakage we will not clean heavily cluttered areas (shelving, countertops, etc).
- We often need a further half an hour to hour for the first few cleans. This is standard as we need to 'catch up' and create a routine.
- All cleaners keep a record of their time when on a job and may stay longer one clean and leave earlier the next depending on the depth of cleaning required that day. Cleaners will endeavour to do extra jobs if there is time to spare.
- If you are dissatisfied with your clean, please contact management so the problem can be rectified immediately. We are always open to feedback and constructive advice.
- Managers carry out random quality checks each week so there may be an occasion where we pop by after your cleaner has completed their job just to ensure the work remains at the highest possible standard.
- If you elect to use your own products please ensure these are of good quality and easily accessible for your cleaner.
- Molly's accepts no responsibility for damage caused whilst using a client's products. As a rule, Molly's cleaners do not use bleach.